

**U.S. Mission Vietnam – U.S. Embassy in Hanoi**  
**VACANCY ANNOUNCEMENT NUMBER: HNALL 16/02A**

*This announcement is for a full performance level.*

*The position is also advertised at a trainee level.*

*Please see the [ANNOUNCEMENT NUMBER HNALL 16/02B](#), for reference.*

**OPEN TO:** All Interested Candidates/All Sources

**POSITION:** American Citizen Services (ACS) Assistant, **FSN-8; FP-6**

**OPENING DATE:** January 13, 2016

**CLOSING DATE:** January 27, 2016

**WORK HOURS:** Full-time, 40 hours/week

**SALARY:** **Ordinarily Resident:** FSN-8; US\$ 11,803 (Starting Salary)  
**Not-Ordinarily Resident (NOR):** FP-6\*; US\$46,093(Starting Salary)  
\*Final grade/step for NORs will be determined by Washington.

**ALL ORDINARILY RESIDENT (OR) APPLICANTS (See Appendix A for definition) MUST HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION.**

The U.S. Mission in Vietnam – U.S. Embassy in Hanoi is seeking an eligible and qualified applicant for the position of ACS Assistant in its Consular Section (CONS).

**BASIC FUNCTION OF POSITION**

Incumbent of this position will perform the full range of functions within the American Citizen Services (ACS) unit, including passport & citizenship services, judicial, federal benefits, welfare and whereabouts, births and deaths, marriages, etc. He/she will receive case assignments from a variety of walk-in, telephone, fax, or other sources then apply a set of relatively complicated guidelines such as U.S. law, consular regulations and established policies. The incumbent will serve as a Case Worker or Case Manager, handling multiple cases that require the incumbent to analyze and research cases, and take actions to resolve issues independently or with a Consular Officer. Occasionally, he/she will be required to work outside of the normal place of work, such as assisting Officers on outreach trips or welfare and whereabouts visits, or during meeting with officials of law enforcement, hospitals, adoption agencies, courts, and similar. The incumbent will serve as one of the Consular Section's primary points of contact in a crisis/emergency situation.

**QUALIFICATIONS REQUIRED**

Applicants must address each required qualification listed below with specific and comprehensive information supporting each item. Failure to do so may result in a determination that the applicant is not qualified.

1. **EDUCATION:** A Bachelor's degree in any area of liberal arts or social sciences is required.
2. **EXPERIENCE:** At least three years of prior administrative/government services/para-professional experiences involving of complex regulatory material relating to Consular/ACS functions and sub-functions are required.
3. **LANGUAGE:** Level 4 (Fluent) Speaking/Reading/Writing English is required (this will be tested). Level 4 (Fluent) Speaking/Reading/Writing Vietnamese is required.
4. **SKILLS AND ABILITIES:** Must have ability to 1) Handle sensitive cases independently and based on the depth of experience in the ACS function, will recommend or take a course of action to resolve the cases assigned. 2) Analyze pertinent facts, and then develop a rational course of action. 3) Be able to adapt U.S. policies and regulations into brochures, announcements, and public advisories for the general local population or for specific groups (beneficiaries, surviving family members, detainees, prisoners). The incumbent must have basic keyboard/data entry and numerical skills.
5. **JOB KNOWLEDGE:** The incumbent must have an in-depth understanding of the subject matter of all or most ACS functions and how they relate to the post Consular program and the Consular Section's client base. He/she must give subject matter advice to others regarding the policies and procedures of the Mission, as well as USG policies and procedures that relate to the assigned ACS function. The incumbent must have a good understanding of the host country policies and procedures relating to the assigned area of work. Examples: 1) Knowledge of host country policies on criminal proceedings; adoptions by foreigners, marriages to US citizens and similar.

**FOR FURTHER INFORMATION:** The complete position description listing all of the duties and responsibilities may be obtained by contacting the Human Resources Office (84-4) 3850-5126 or (84-4) 3850-5127.

**SELECTION PROCESS:** When qualified, applicants who are U.S. Citizen Eligible Family Members (USEFMs) and/or preference-eligible U.S. Veterans are given a preference in hiring. Therefore, it is essential that these applicants make themselves known as having a hiring preference and specifically address the required qualifications above in their application.

#### **HIRING PREFERENCE ORDER:**

- (1) USEFM who is ALSO a preference-eligible U.S. Veteran
- (2) USEFM OR a preference-eligible U.S. Veteran
- (3) FS on LWOP

#### **ADDITIONAL SELECTION CRITERIA:**

1. Management may consider the following when determining successful candidacy: nepotism, conflicts of interest, budget, and residency status.
2. Current OR employees serving a probationary period are not eligible to apply. Current OR employees with an Overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Employee Performance Report (EPR) are not eligible to apply.
3. Current NOR employees hired on a Family Member Appointment (FMA) or a Personal Service Agreement (PSA) are not eligible to apply within the first 90 calendar days of their employment, unless they have a When Actually Employed (WAE) work schedule.

4. The candidate must be able to obtain and hold the Mission's security clearance.
5. Candidates who are EFMs, USEFMs, AEFMs, or MOHs must have at least one year remaining on their sponsor's tour of duty to be considered eligible to apply for this position.

**HOW TO APPLY:** Applicants must submit the following documents to be considered:

1. Universal Application for Employment (UAE) (Form DS-174), which is available on our website <http://vietnam.usembassy.gov> or by contacting Human Resources (84-4) 3850-5126 or (84-4) 3850-5127 (See "For further information" above); and
2. Any additional documentation that supports or addresses the requirements listed above (e.g. transcripts, degrees, etc.)
3. The Embassy does not accept applications via Vietnam works or CareerBuilder without DS-174 form.

**IMPORTANT:** Applicants claiming a U.S. Veteran's preference must submit written documentation confirming eligibility (e.g., Member Copy 4 of Form DD-214, Letter from the Veteran's Administration, or certification documenting eligibility under the VOW Act with an expected discharge no later than 120 days after the certification is submitted) by the closing date of the vacancy announcement. If the written documentation confirming eligibility is not received in the HR office by the closing date of the vacancy announcement, the U.S. Veteran's preference will not be considered in the application process. Specific criteria for receiving a U.S. Veteran's preference may be found in HR/OE's Family Member Employment Policy (FMEP).

#### **WHERE TO APPLY:**

Human Resources Office      84-4-3850-5000 ext. 5126/5127  
E-mail Address:                      [HanoiHR@state.gov](mailto:HanoiHR@state.gov)

**EQUAL EMPLOYMENT OPPORTUNITY:** The U.S. Mission provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs. The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief.

#### **Appendix A - DEFINITIONS**

**Eligible Family Member (EFM):** An EFM for employment purposes is defined an individual who meets **all** of the following criteria:

- U.S. Citizen or not a U.S. Citizen; **and**
- Spouse or same-sex domestic partner (as defined in 3 FAM 1610); **or**
- Child, who is unmarried and under 21 years of age or, regardless of age, is incapable of self-support. The term "child" shall include, in addition to natural offspring, stepchild, adopted child, and a child under legal guardianship of employee, spouse, or same-sex domestic partner when

such child is expected to be under legal guardianship until 21 years of age and when dependent upon and normally residing with the guardian; **or**

- Parent (including stepparents and legally adoptive parents) of employee, spouse, or same-sex domestic partner, when such parent is at least 51 percent dependent on the employee for support; **or**
- Sister or brother (including stepsisters and stepbrothers, or adoptive sisters or brothers) of the employee, spouse, or same-sex domestic partner when such sibling is at least 51 percent dependent on the employee for support, unmarried, and under 21 years of age, or regardless of age, incapable of self-support; **and**
- Listed on the travel orders or approved Form OF-126 of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad or, as appropriate, at an office of the American Institute in Taiwan; **and**
- Is under chief of mission authority.

**U.S. Citizen Eligible Family Member (USEFM):** A USEFM is an individual who meets **all** of the following criteria:

- U.S. Citizen; **and**
- Spouse or same-sex domestic partner (as defined in 3 FAM 1610) of the sponsoring employee; **or**
- Child of the sponsoring employee who is unmarried and at least 18 years old; **and**
- Listed on the travel orders or approved Form OF-126 of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad or, as appropriate, at an office of the American Institute in Taiwan; and resides at the sponsoring employee's post of assignment abroad, or as appropriate, at an office of the American Institute in Taiwan; and is under chief of mission authority; **or**
- resides at an Involuntary Separate Maintenance Allowance (ISMA) location authorized under 3 FAM 3232.2; **or**
- Currently receives a U.S. Government retirement annuity or pension from a career in the U.S. Foreign Service or Civil Service.

**Appointment Eligible Family Member (AEFM):** An AEFM is an individual who meets **all** of the following criteria:

- U.S. Citizen; **and**
- Spouse or same-sex domestic partner (as defined in 3 FAM 1610) of the sponsoring employee; **or**
- Child of the sponsoring employee who is unmarried and at least 18 years old; **and**
- Listed on the travel orders or approved Form OF-126 of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad or, as appropriate, at an office of the American Institute in Taiwan (AIT); **and**
- Is under chief of mission authority; **and**
- Is residing at the sponsoring employee's post of assignment abroad or, as appropriate, at an office of the American Institute in Taiwan; **and**
- Does NOT currently receive a U.S. Government retirement annuity or pension from a career in the U.S. Foreign Service or Civil Service.

**Member of Household (MOH):** A MOH is an individual who accompanies or joins a sponsoring employee, i.e., sponsor is a direct hire employee under Chief of Mission authority, either Foreign Service,

Civil Service, or uniformed service member who is permanently assigned to or stationed abroad at a U.S. mission, or at an office of the American Institute in Taiwan.

A MOH is an individual who meets **all** of the following criteria.

- A MOH is not an EFM and therefore not on the travel orders or approved through form OF-126 Foreign Service Residence and Dependency Report of the sponsoring employee; and
- A MOH must be officially declared by the sponsoring U.S. Government employee to the Chief of Mission (COM) as part of his or her household and approved by the COM; and
- A MOH is a parent, grandparent, grandchild, unmarried partner, adult child, foreign born child in the process of being adopted, father, mother, brother, sister, father-in-law, mother-in-law, son-in-law, daughter-in-law, brother-in-law, sister-in-law, stepfather, stepmother, stepson, stepdaughter, stepbrother, stepsister, half-brother, or half-sister; who falls outside the Department's current definition of Eligible Family Member 14 FAM 511.3. A MOH may or may not be a U.S. citizen. MOHs are by definition cohabitants. Therefore, if the MOH is not a U.S. citizen, employees who declare MOHs to the COM must ensure compliance with the provisions of 12 FAM 275, Reporting Cohabitation with and/or Intent to Marry a Foreign National.

**Not Ordinarily Resident (NOR)** – An individual who meets the following criteria:

- An EFM, USEFM or AEFM of a direct-hire Foreign Service, Civil Service, or uniformed service member permanently assigned or stationed abroad, or as appropriate, at an office of the American Institute in Taiwan; or
- Has diplomatic privileges and immunities; and
- Is eligible for compensation under the FS or GS salary schedule; and
- Has a U.S. Social Security Number (SSN); and
- Is not a citizen of the host country; and
- Does not ordinarily reside in the host country; and
- Is not subject to host country employment and tax laws.

**Ordinarily Resident (OR)** – An individual who meets the following criteria:

- A citizen of the host country; or
- A non-citizen of the host country (including a U.S. citizen or a third-country national) who is locally resident and has legal and/or permanent resident status within the host country and/or who is a holder of a non-diplomatic visa/work and/or residency permit; and/or
- Is subject to host country employment and tax laws.